

CiViTAS
Cleaner and better transport in cities

ARCHIMEDES
AALBORG • BRIGHTON & HOVE • DONOSTIA-SAN SEBASTIÁN • IAȘI • MONZA • ÚSTÍ NAD LABEM

Donostia – San Sebastian

T 58.1 City Bike Scheme in Donostia – San Sebastian

Donostia – San Sebastian

July 2010



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1. Introduction

1.1 Background CIVITAS

CIVITAS - cleaner and better transport in cities - stands for City-VITALity-Sustainability. With the CIVITAS Initiative, the EC aims to generate a decisive breakthrough by supporting and evaluating the implementation of ambitious integrated sustainable urban transport strategies that should make a real difference for the welfare of the European citizen.

CIVITAS I started in early 2002 (within the 5th Framework Research Programme);
CIVITAS II started in early 2005 (within the 6th Framework Research Programme) and
CIVITAS PLUS started in late 2008 (within the 7th Framework Research Programme).

The objective of CIVITAS-Plus is to test and increase the understanding of the frameworks, processes and packaging required to successfully introduce bold, integrated and innovative strategies for clean and sustainable urban transport that address concerns related to energy-efficiency, transport policy and road safety, alternative fuels and the environment.

Within CIVITAS I (2002-2006) there were 19 cities clustered in 4 demonstration projects, within CIVITAS II (2005-2009) 17 cities in 4 demonstration projects, whilst within CIVITAS PLUS (2008-2012) 25 cities in 5 demonstration projects are taking part. These demonstration cities all over Europe are funded by the European Commission.

Objectives:

- to promote and implement sustainable, clean and (energy) efficient urban transport measures
- to implement integrated packages of technology and policy measures in the field of energy and transport in 8 categories of measures
- to build up critical mass and markets for innovation

Horizontal projects support the CIVITAS demonstration projects & cities by:

- Cross-site evaluation and Europe wide dissemination in co-operation with the demonstration projects
- The organisation of the annual meeting of CIVITAS Forum members
- Providing the Secretariat for the Political Advisory Committee (PAC)
- Development of policy recommendations for a long-term multiplier effect of CIVITAS

Key elements of CIVITAS

- CIVITAS is co-ordinated by cities: it is a programme “of cities for cities”
- Cities are in the heart of local public private partnerships
- Political commitment is a basic requirement
- Cities are living ‘Laboratories’ for learning and evaluating

1.2 Background ARCHIMEDES

ARCHIMEDES is an integrating project, bringing together 6 European cities to address problems and opportunities for creating environmentally sustainable, safe and energy efficient transport systems in medium sized urban areas.

The objective of ARCHIMEDES is to introduce innovative, integrated and ambitious strategies for clean, energy-efficient, sustainable urban transport to achieve significant impacts in the policy fields of energy, transport, and environmental sustainability. An ambitious blend of policy tools and measures will increase energy-efficiency in transport, provide safer and more convenient travel for all, using a higher share of clean engine technology and fuels, resulting in an enhanced urban environment (including reduced noise and air pollution). Visible and measurable impacts will result from significantly sized measures in specific innovation areas. Demonstrations of innovative transport technologies, policy measures and partnership working, combined with targeted research, will verify the best frameworks, processes and packaging required to successfully transfer the strategies to other cities.

1.3 Participant Cities

The ARCHIMEDES project focuses on activities in specific innovation areas of each city, known as the ARCHIMEDES corridor or zone (depending on shape and geography). These innovation areas extend to the peri-urban fringe and the administrative boundaries of regional authorities and neighbouring administrations.

The two Learning cities, to which experience and best-practice will be transferred, are Monza (Italy) and Ústí nad Labem (Czech Republic). The strategy for the project is to ensure that the tools and measures developed have the widest application throughout Europe, tested via the Learning Cities' activities and interaction with the Lead City partners.

1.3.1 Leading City Innovation Areas

The four Leading cities in the ARCHIMEDES project are:

- Aalborg (Denmark);
- Brighton & Hove (UK);
- Donostia-San Sebastián (Spain); and
- Iasi (Romania).

Together the Lead Cities in ARCHIMEDES cover different geographic parts of Europe. They have the full support of the relevant political representatives for the project, and are well able to implement the innovative range of demonstration activities.

The Lead Cities are joined in their local projects by a small number of key partners that show a high level of commitment to the project objectives of energy-efficient urban transportation. In all cases the public transport company features as a partner in the proposed project.

2. Donostia – San Sebastian

The city of Donostia -San Sebastián overlooks the sea and, with a bit more than 180,000 inhabitants, keeps a human scale. Some people consider the balanced combination of small mountains, manor buildings, and sea as the setting for one of the most beautiful cities in the world. We have a tradition in favouring pedestrians, cyclists and public transport.

For about twenty years, the city has been enforcing a strong integrated policy in favour of pedestrians, bicycles and public transport. Considering walking and cycling as modes of transport has led to the building of a non-motorised transport network for promoting this type of mobility around the city.

Likewise, the city has extended its network of bus lanes. The city holds one of the higher bus -riding rates, with around 150 trips per person per year.

2.1 Objectives in CIVITAS

The CIVITAS project is a perfect opportunity to expand our Sustainable Urban Transport Strategy. With the package of CIVITAS measures Donostia-San Sebastián wants to:

- Increase the number of public transport users
- Decrease the number of cars entering in the city centre
- Increase the use of the bicycle as a normal mode of transport
- Maintain the high modal share of walking
- Reduce the number of fatal accidents and accidents with heavy injuries
- Reduce the use of fossil fuels in public transport.

3. Background to the Deliverable

This deliverable refers to Measure number 58, City Bike Scheme in Donostia-San Sebastián. The main characteristics of Public Bicycles are as follows:

- They offer innovative schemes of rental or free bicycles in urban areas
- They can be used for daily mobility as one-way-use is possible and they can be seen as part of the public transport system
- They differ from traditional, mostly leisure-oriented bicycle rental services as they provide fast and easy access
- They have diversified in organisational layout, the business models and the applied technology towards “smart bikes” (rental process via smart card).

The implementation of a Public Bicycle scheme offers the following benefits:

- It provides a fast, convenient and flexible inner urban transport option
- It could be a “door opener” to increase the acceptance of cycling as urban transport mode in cities that still lack a good level of bicycle use
- It also makes sense in cities that have a good level of cycling as it adds a valuable element to existing mobility services

- It increases sustainable mobility choices at low cost when compared to other public transport measures
- It encourages intermodal travelling.

3.1 Summary Description of the Task

As part of Task 6.8: 'City Bike Scheme in Donostia – San Sebastian is required to establish 40-50 dispatch points throughout the CIVITAS corridor and introduce 500 public bicycles. The system will be managed automatically using a membership card system. To encourage use of the scheme it is intended that during the start-up phase, the first hour of using the public bike will be offered for free.

4. City Bike Scheme in Donostia-San Sebastián

4.1 Introduction.

As part of the European CIVITA Plus Archimedes project, the town hall of San Sebastian has introduced a public bike sharing service in CIVITAS corridors to globally promote the use of the bicycle as a means of transport in the city. This proposal is directly related to the development of the cycling network, which improves and facilitates the traffic of bicycles, aiming to promote the use of the network by the users that are not very familiar with cycling on the pavement.

San Sebastián fulfils the main requirement for the lending scheme, which is to have a promotional aim that will support the scheme itself.

The 'Cycling in the Urban Mobility Promotion Plan' not only aims to expand the cycling network, but also implements a series of measures that promote the use of bikes, like for example educating citizens on Health and Safety issues while on the road; the improvement of norms and regulations, and other activities that support the enhancement and management of the network.

This initiative is framed within the complementary regulations that promote the use of bicycles and the reinforcement of their presence in the public realm.

4.2 Description of the Work Done

In August 2004 the Mobility Department wrote a report in which two different types of management of public bike sharing service were analysed. One of them is now being used in Donostia – San Sebastian. The second one, being used in Vitoria-Gasteiz, consists in using bicycles located near to public buildings where after showing a membership card to the person in charge of the service, gives you the key for the padlock. After using the bicycle you can return the bike to any other dispatch point located near to public buildings.

The public bike sharing service in San Sebastian had a first test during the mobility week celebrated in September 2005, during which bicycles were available for use for free at five dispatch points: Main train station , Plaza Easo, Pio XII – Bus Station, Alderdi Eder – Town Hall, Zurriola beach).

In October 2005, a research of different public bike sharing services over Spain was conducted by the Mobility Department. In this research the cases of Vitoria, Gijon and Madrid were analysed. In this research the management of the public bike sharing service and the criterions used in these cities were analysed. A suggestion of criteria and possible locations of dispatch points in Donostia – San Sebastian was included.

In September 2008, a report about location of the dispatch points was conducted with an economical and technical analysis in which the criteria were included.

Currently, there are 5 dispatch points with 100 bicycles working on the city since November 2008 (month 2).

Nº	NAME	COMMENT	YEAR
1	Boulevard	Centre. Next to townhall.	2008
2	Iparreko Geltokia	Centre. Next to the train station.	2008
3	Pio XII	Amara. Next to the bus station.	2008
4	Unibertsitatea	Antiguo. University of the Basque Country.	2008
5	Plaza Secundino Esnaola	Gros	2008

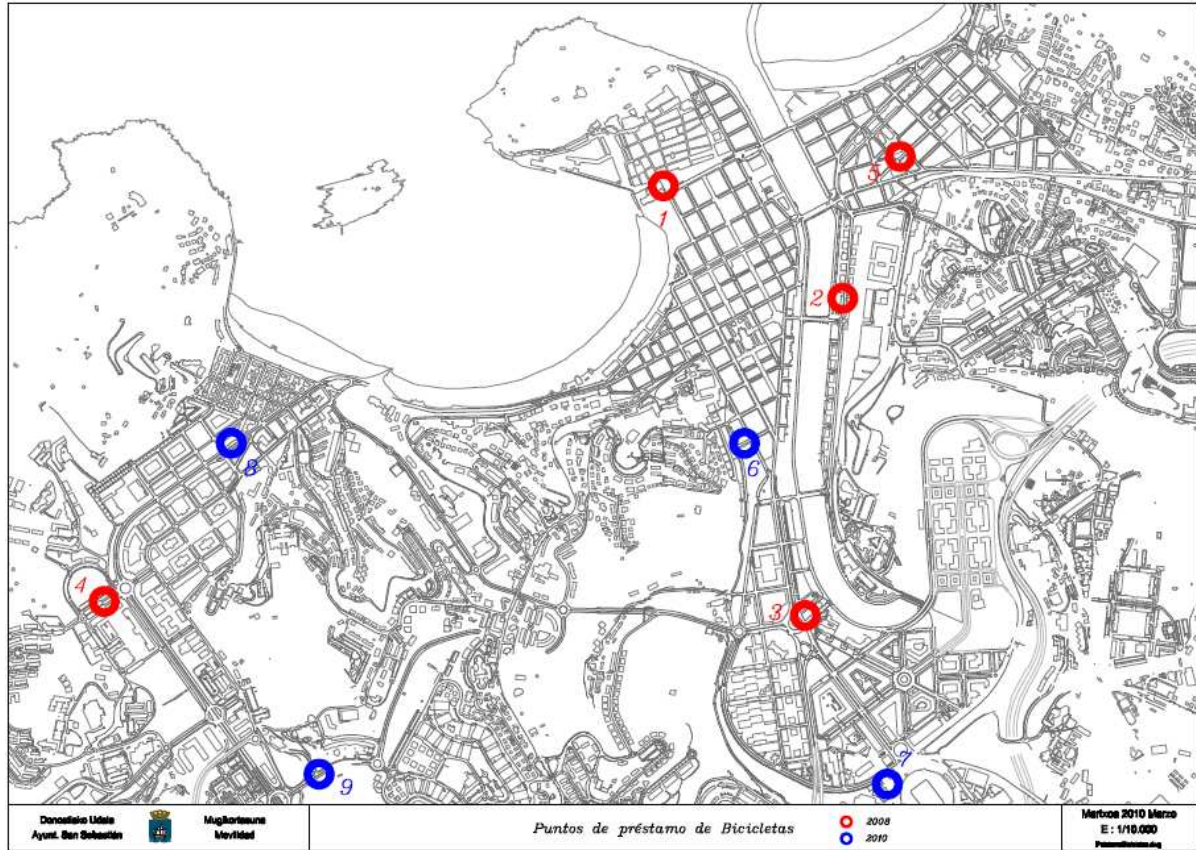
Table 1 - Dispatch points November 2008.

On 2nd of July 2010 (month 21), 4 more dispatch points have started working on the city with another 50 bicycles.

Nº	NOBRE	COMENTARIO	AÑO
6	Easo	Amara. Next to Eusko tren station.	2010
7	Anoeta	Amara. Next to Eusko tren station.	2010
8	Zumalakarregi	Antiguo. Next to the area with hotels and dense population.	2010
9	Lugaritz	Antiguo. Next to Eusko tren.	2010

Table 2 - Dispatch points July 2010.

This makes a total of 9 dispatch points and 150 bicycles.



Map 1 - Location of dispatch points.



Fig1 .- Dispatch point, Boulevard



Fig 4 - Dispatch point, Unibertsitatea



Fig 2 - Dispatch point, Iparreko Geltokia



Fig 5 - Dispatch point, Plaza Secundino Esnaola



Fig 3 - Dispatch point, Pio XII

Find below the photographs of the locations of the dispatch points from 2nd of July of 2010



Fig 6 - Dispatch point, Plaza Easo



Fig 8 - Dispatch point, Zumalakarregi



Fig 7 - Dispatch point Anoeta



Fig 9 - Dispatch point Lugaritz

The phases that have been considered within a cycling promotion programme and based on a public bike –sharing service are:

- 4.2.1.- Definition of the main uses and users to whom the promotion is addressed .
- 4.2.2.- Search for possible sources of funding.
- 4.2.3.- Definition of scheme model, implementation, equipment and dissemination
- 4.2.4.- Evaluation of the results.

4.2.1 Definition of the main uses and users to whom the promotion is addressed .

The main aim of this scheme is to promote cycling, but its objective is to facilitate people's access to bicycles that they would not otherwise achieve.

Initially this is aimed at residents that do not own a bicycle and would like to use one in specific circumstances. Furthermore, those residents that do own a bike can access

bikes at specific times and locations within the city rather than have to use their bike from home.

This service has been established for visitors and tourists to Donostia- San Sebastian in the second phase of the development of the scheme in July 2010 (month 21).

The conditions of use of the bicycles for tourist are:

Purchase the card:

Where: Boulevard 8, SAN SEBASTIÁN TURISMO-DONOSTIA TURISMOA, SA,

Timetable:

- Monday to Saturday: 10:00-13:00 / 15:30-18:00
- Sundays and bank holidays: 10:30-13:00

SUMMER

- Monday to Saturday: 10:00-19:00
- Sundays and bank holidays: 10:30-18.00

Return the card:

- In the same place on the day after the card runs out
- If it is not returned in time: the deposit will be forfeited (without prejudice to any legal actions relating to non-compliance with the conditions)

Cost (cash payment):

- 1 day: 8 €
- 3 days: 15 €
- 1 week: 25 €
- Deposit: 20 €

Hours of use:

- Monday to Sunday: 10:00-21:00
- maximum continuous use: 4 hours
- once the bike has been returned to one of the bicycle stations, it can be used again after 30 minutes.

Conditions of use

- Be legally of age or more than 14 years old and authorised by his/her legal guardian, who will be responsible for the behaviour of the minor.
- The user is solely responsible for any injuries caused to him/herself or third parties, as well as any damage caused to their own or third party property caused by normal or incorrect use of the bicycle.
- The card is personal and cannot be transferred to anyone else
- Only within Donostia-San Sebastián city limits.
- On cycle routes. Along the marked routes in pedestrian areas. If unavailable, along the road.
- In appropriate areas: not on stairways, earth tracks, skate ramps etc.
 - Recommended maximum speed:
 - Pedestrian precincts: 5 km. per hour
- Other areas: 15 km per hour (never more than 20 km. per hour)

User obligations

- Check that the bicycle to be used is in normal conditions of use.
- Be responsible for the bicycle and respecting the times of use laid down.
- Respect the traffic laws.
- Respect any requests from officers of the law.
- Do not lend the bicycle or use it to transport third parties.
- Look after the bicycle and take steps to ensure it is not stolen, lost or damaged.
- Do not dismantle the bicycle either partially or fully.
- When returning the bicycle: ensure that it is correctly secured to the parking stand.

The management of the use and cards of the use of bicycle for tourists will be carried out by Donostia San Sebastian Turismo S.A.. An agreement between Donostia San Sebastian Turismo S.A and CEMUSA was signed for the management of the service.

The potential users of the service are those that access the city by public transport or the ones that access the city by private vehicles but will not use them within the city.

Planning and implementation phase

During the planning phase, areas in the city surrounding the CIVITAS Corridors that could host a dispatch point based on the next criterion were examined:

- Areas with dense population.
- Areas with good cycling infrastructures.
- Flat areas of the city.
- Central areas of the city
- Areas that are close to the city centre.
- Areas where transport systems interlink.
- Busy areas like for example university or office quarters.

Following this, it was decided that the neighbourhoods that could host a bicycle-lending scheme were: Gros, Amara, Centro and Antiguo as they were within the CIVITAS Corridors. These areas fulfilled the necessary requirements for the implementation of the scheme, for example, having a short cycling distance between the areas, multiple possible destinations, and having good connections to local facilities.

In the second phase, the *implementation phase*, specific locations for the dispatch points were selected. Technical and economic analysis was carried out in order to define the number of dispatch points.

The neighbourhoods selected to host a dispatch point were Gros, Amara, Centro and Antiguo. These neighbourhoods fulfil the conditions of areas with dense population, areas with good cycling infrastructures, flat areas of the city, central areas of the city and areas close to the city centre.

After the selection of the neighbourhoods, we define the specific criteria to use to locate the dispatch points.

1.- Maximum walking distance from any point of the selected neighbourhoods to the dispatch point.

It was established that the maximum walking distance would be 500 metres or 7 minutes walk.

2- Interlink with public transport

In the city there is 2 train lines and a bus station:

- 2.1.- There is one train line (Euskotren) with 3 stations in the city. Plaza Easo, Anoeta and Lugaritz
- 2.2.- There is a second train line (RENFE) with 1 station. Estación del Norte
- 2.3.- There is one bus station. Pio XII plaza

3.- Busy areas

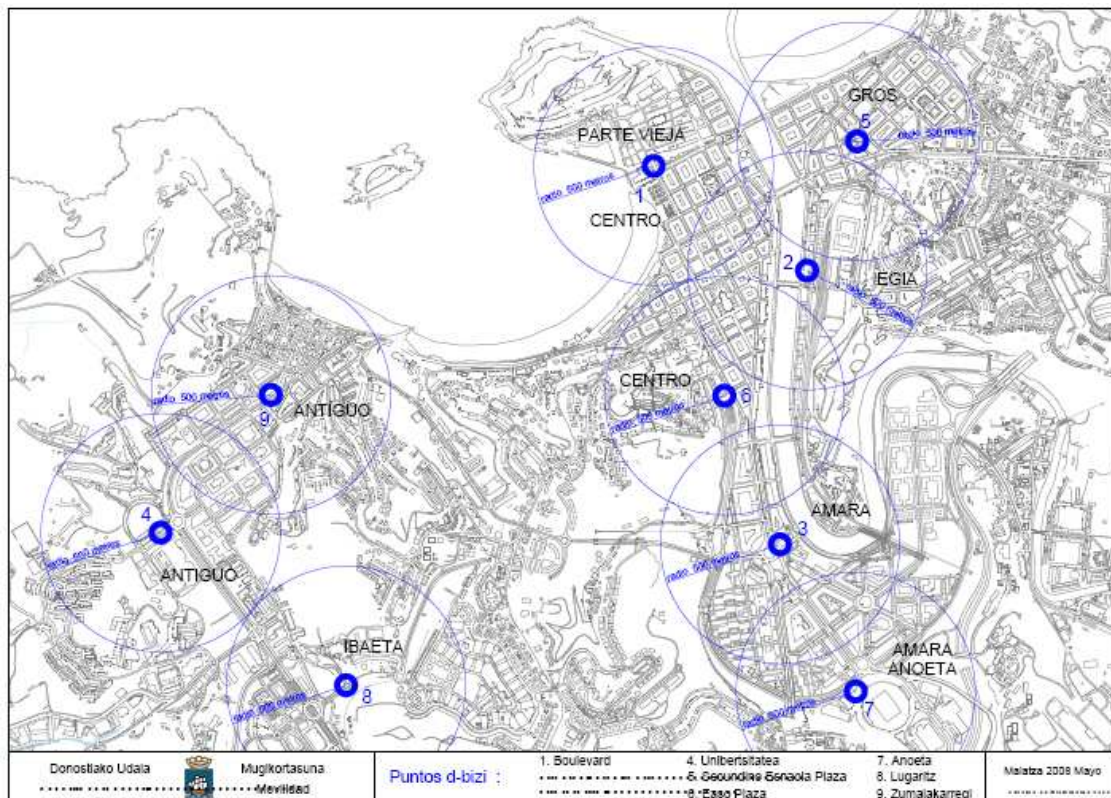
We considered the most important busy areas of the city:

- 3.1.- Universidad Pública del País Vasco/Public University of Basque Country.
- 3.2.- Commercial area of the city centre.
- 3.3.- Anoeta stadium and sport facilities of Amara.

Once these 3 criteria were established, a plan was prepared (see map 2) where they were located: the train stations (2,6,7,8), bus stations (3) and the busy areas (1.- City centre, 4.-University, 7.-Anoeta Stadium)

After that, a circle was drawn with a radius of 500 metres (Walking distance) and it was found that there were neighbourhoods like Gros and areas of Antiguo that were not covered by the 500 m circles. As a result of this 2 more points (5,9) were located there

With these 9 points we have covered all the surface of the neighbourhoods that could host a dispatch point.



Map 2 - Study of location of dispatch points.

An economical study was done for the case of 9 and 40-50 dispatch points.

Construction costs for 9 dispatch points

INVESTMENT	UNIT	PRICE	TOTAL
Bicycle	150	672 €	100.800 €
Dispatch points	9	8.125 €	73.125 €
Bicycle stands	190	2117 €	402.230 €
Building work of stations	9	1895 €	17.055 €
Building work of bicycle stands	190	410 €	77.900 €
		TOTAL	671.110 €

Maintenance costs/year for 9 dispatch points

INVESTMENT	TOTAL
Labor	220.400 €
Vehicules	15.840 €
Oficces and warehouse	11.520 €
Maintenance of bicycles	134.400 €
Telephone, electricity	12.600 €
Indirect costs	11.630 €
Internal costs	39.900 €
	446.290 €/year

All this cost together makes a total of: 1.117.400 €

Construction costs for 40 dispatch points aprox

INVESTMENT	UNIT	PRICE	TOTAL
Bicycle	500	672 €	336.000 €
Dispatch points	40	8.125 €	325.000 €
Bicycle stands	600	2117 €	1.270.200 €
Building work of stations	40	1895 €	75.800 €
Building work of bicycle stands	600	410 €	246.000 €
		TOTAL	2.253.000 €

Maintenance costs/year for 40 dispatch points aprox

INVESTMENT	TOTAL
Labor	551.000 €
Vehicules	39.600 €
Oficces and warehouse	28.800 €
Maintenance of bicycles	336.000 €
Telephone, electricity	31.500 €
Indirect costs	29.075 €
Internal costs	99.750 €
	1.115.725 €/year

All this cost together makes a total of: 3.368.725 €

The analysis concluded that the objective of placing 40 – 50 dispatch points is disproportionate technically and especially economically for Donostia – San Sebastian Municipality or public funding.

It is reasonable technically and economically placing 9 dispatch points and 150 bicycles.

These dispatch points have been placed in main train and bus stations, university and city centre. As it is shown in the map (plane 2) the dispatch points are placed in the CIVITAS corridors.

4.2.2 Search for possible sources for funding.

The construction of the first five dispatch points and manage of the public bike sharing service system was completely funded by CEMUSA. After 6 months CEMUSA informed to the Donostia San Sebastian Municipality that they wouldn't continue funding the construction, maintenance and manage of the service because of the cost of it.

There was a delay in the implementation of the measure and placing of the dispatch points 6-9. It is due to the difficulties found in the source for funding the public bike sharing service.

The Donostia – San Sebastian Municipality had to find another funding source. After negotiations, an agreement was signed among: Basque Government, Transport Authority and Donostia – San Sebastian Municipality for funding public bike sharing service as a pilot programme in the Basque Country.

Once this agreement was signed among all the parts, another agreement was sign among Donostia – San Sebastian Municipality and CEMUSA for the construction of 4 new dispatch points and management of the public bike sharing service system. In this second phase, it was included the construction of 4 new dispatch points and the manage of the public bike sharing service system for the next years. It was signed in 20 th of may of 2010.

The agreement includes 350.000 € of public funding and the rest of the cost is funded by CEMUSA.

The private company CEMUSA, who runs the urban equipment of the city, manages the bicycle-lending system in conjunction with Donostia - San Sebastian Municipality.

The private sector contributes with the knowledge and experience obtained through previous installations of similar schemes in other cities, therefore guaranteeing a secure management and continuation of the programme.

4.2.3 Definition of scheme model, implementation, equipment and dissemination

4.2.3.1 Bicycle Collection and Handling System

To use the bicycle-lending system in Donostia-San Sebastian you must register in UDALINFO office in Ijentea Street number 1. To register, you must have the Donostia – San Sebastian citizen card and pay 20 €/year.

The registered person receives a magnetic card that allows him/her to use the bicycles at the bicycle dispatching point. This way, the system can track the usage of the bicycles and the person under whose name the bike is registered will be held responsible if it is

stolen, vandalised or damaged in any way. In case the bicycle is stolen, lost or damaged, CEMUSA would charge the user 150 €.

This system tries to limit the number of users and aims to optimise the management of the users needs.

The first hour of the service in Donostia-San Sebastian is free, the user pays one Euro for the next second hour and three Euro for the third and fourth hour. It is not possible to use the bicycle for more than 4 hours. In case someone uses the bicycle more than 4 hours and less than 24 hours, each delayed hour would cost 3 € and the impossibility to use the card again for 1 week. In case the delay is more than 24 hours, the penalty would be 3 € per hour delayed and the impossibility to use the card for 1 month. Tourists can use four hours without paying.

After leaving the bicycle at the dispatch point it is not possible to take another bicycle for half-hour.

The public bike - sharing service is available between 7:30 am and 9pm everyday of the week, 52 weeks a year. There is 3 days a year in which service is not working: 25th of December, 1st of January and 20th of January.

Lastly, the extra charges firstly produce an income for the service and it also promotes a reasonable usage amongst the users: using the bikes for short periods of time, several times during the day. The objective of the system is to use the bicycle for moving throughout the city.

4.2.3.2 Equipment

Bicycles

The bicycles are strong vehicles designed specifically for a long lasting life despite being used by many different users.

The bicycles, comparing to conventional commercial models, are fitted with an anti-theft system in which each part, wheels, saddle, handle, etc. is incompatible with any other bike and therefore parts are easily recognisable if re-used or re-sold.

The bikes have a low frame so they are adequate for male, female and people of different heights and flexibility.



Fig 10 - Commercial bicycle: 18 kg.

Bicycle Stands

The dispatch points are clearly identifiable by signs that can be seen from different distances within the city centre of Donostia-San Sebastian. At each dispatch point the users will find a map where he/she can locate the rest of the lending spots and the rules for usage of the service.

The “Derbis” or bicycle stands are small pillars specifically designed to:

- Identify the user when a card is swiped on the machine.
- To hold and lock each of the bikes when not in use.
- To articulate the locking and unlocking mechanism when a user is identified.

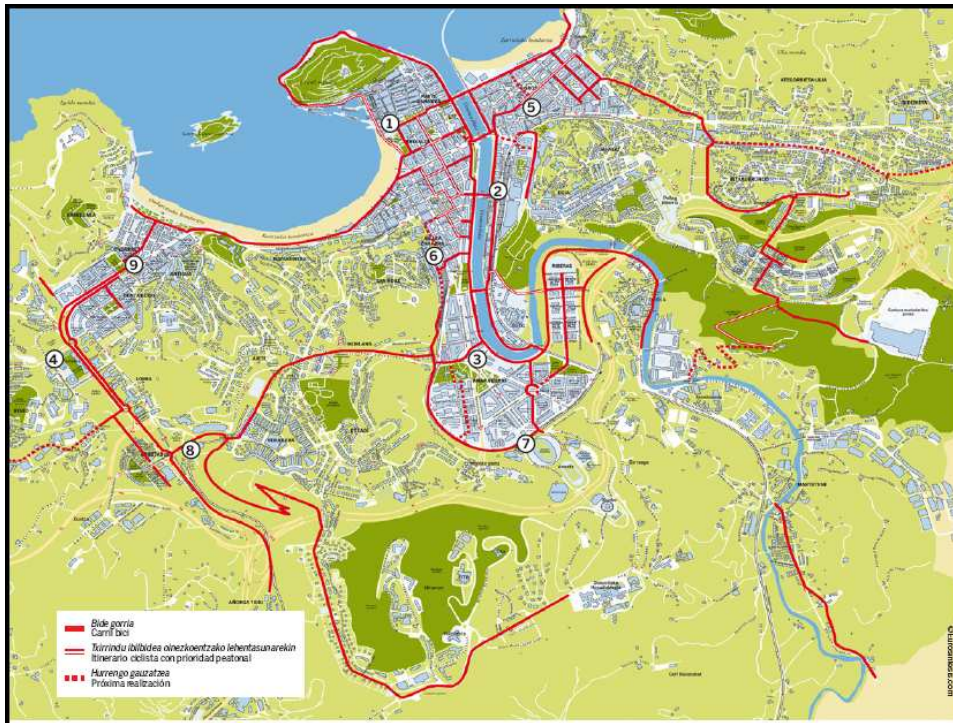


Fig 11 – Uer plan of dispatch points and cycle lanes

Tracking and data control systems

The bicycle-lending scheme in Donostia-San Sebastian incorporates electronic and telecommunication technologies to prevent robbery and to make the service more user friendly. To pick up a bike from a bicycle stand the user will need to swipe their card on the reader, which will record their order and details.



Fig 12 - Card and Lending spot

A computer registers the details and order of each user. If the user does not bring the bike back to a bicycle-lending spot he/she will be charged for the cost of the replacement(150 €).

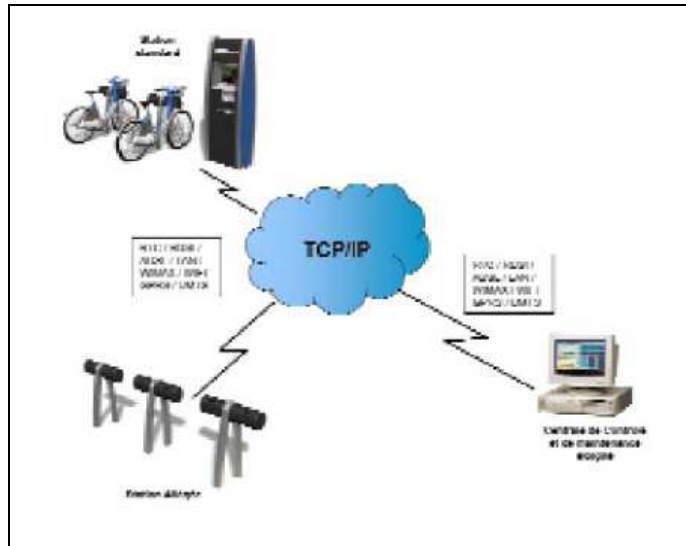


Fig 13 - Control system

4.2.3.3 Dissemination

Information boards showing how to use the bicycle-lending service and maps of the cycling network with all dispatch points on them are disseminated throughout the city.

NOLA EMAN IZENEA?
Tarjeta nahi duenak Udairin ez dezake lortzea. (Tel. 010).
dBizi txartela eskuratzeko beharrezkoa da Herri Arrazaren Txartela edukitzea. Izapideak aidi beraren egiten dira.
Txartela eskatzeko garatan hirugaraz hauak ekarri behar dira: nortasun-argiriako moduko argazki bat, eskatzailearen nortasun argiria eta kontu korronteko zenbakia. Kontu zenbakia egiaztatuko, kutsak edo bankuko argiri bat ekarri behar da. Hilara eta 20 zenbakia jartzen dituzten 14-17 urte bitartekoak beren izapeko orderekararen baitarna aurkeztu behar dira.
Aizumen bat hartuz gero, kontratua jasotako Sarbide eta Erabilera Baldintza Orokorren arabera, kontu korronte 150 euro hartuko dira.

TARIFAK

- Sistemari aita emateko urteko kuota (1.a laguntza): 20€
- Lehendabiziko ordain: don
- Bigarren ordain: 3€
- Bigarren ordain kutsura: 3€ ordain.
- Gehienez ere 4 ordur jarraitu erabiltzeko bizi ditek.
- Bizikleta 15 minutu pasatu aurretik, beriz hartu daiteke beste bat.

CÓMO INSCRIBIRSE
Las personas interesadas pueden solicitar este servicio en Udairin: (línea 1, Tel. 010).
Para obtener la tarjeta de dBizi hay que ser titular de la Tarjeta Ciudadana. La tramitación se realiza simultáneamente.
Al solicitar la tarjeta, es preciso aportar: una fotografía tamaño carnet; el DNI del solicitante y el número de cuenta bancaria acreditando con un justificante bancario en el que figure el titular y los 20 dígitos de la cuenta. Los menores de 14 a 17 años deberán aportar autorización de su representante legal. De esta cuenta se descontará la cantidad de 150 euros en el caso de incumplimiento que conlleve sanción económica de acuerdo con lo establecido en las Condiciones Generales de Acceso y Libro de registros en el contrato de adhesión al programa dBizi.

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Dorretatik ladarantza urte batzuk bizikletaren erabilera sustatzeko politikari egiten. Biologiarik egibetz gizona, beste inon) batzuk ere hartu ditu, esate baterako: Bizikletaren Bizibotika sartzea (www.bizibotika.com), bizikleten eragotza erortzea eta abar. Aizen apuriaz, 2008. urteko bizikleta publikoak izotzko zerbitzu bat jartzea da. Nola, dBizi Donostiako bizikleta mailegatzeko zerbitzu publikoaren hasierak. Hasieran 9 geltoki izango ditu, 195 apar kaleratu eskaintza izango du. GEMUSA kudeatzaile duen 150 bizikleta izango.

¿QUÉ ES dBIZI?
Donostia-La San Sebastián vengo desarrollando en los últimos años una política de promoción de la bicicleta que incluye no solamente las bicicletas, sino medidas complementarias de diverso calado como la creación de un Observatorio de la Bicicleta (www.observatoriodelabicicleta.com), registro de bicicletas, etc. La última apuesta desde el 2008, es la de implantar un servicio de bicicleta pública en la ciudad.
dBizi es el servicio público de préstamo de bicicletas de Donostia-La San Sebastián que se compone inicialmente de 9 estaciones que disponen de 205 puntos de estacionamiento para un total de 150 bicicletas gestionadas por la empresa GEMUSA.

¿QUÉ ES dBIZI?
Para disfrutar del servicio es necesario disponer de una tarjeta de acreditación. Al acercar esta tarjeta al lector de la estación de bicicletas, la bicicleta se libera del anclaje y el sistema recoge los datos del usuario. Tras su utilización la bicicleta se devuelve al punto de estacionamiento pasando de nuevo la tarjeta por el lector. A través de la utilización de una tarjeta electrónica, el usuario puede retirar la bicicleta en cualquiera de los puntos de estacionamiento situados en la estación y devolverla en cualquier punto libre de esta u otra estación de una manera sencilla y flexible.

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¿CÓMO UTILIZAR dBIZI?
Para disfrutar del servicio es necesario disponer de una tarjeta de acreditación. Al acercar esta tarjeta al lector de la estación de bicicletas, la bicicleta se libera del anclaje y el sistema recoge los datos del usuario. Tras su utilización la bicicleta se devuelve al punto de estacionamiento pasando de nuevo la tarjeta por el lector. A través de la utilización de una tarjeta electrónica, el usuario puede retirar la bicicleta en cualquiera de los puntos de estacionamiento situados en la estación y devolverla en cualquier punto libre de esta u otra estación de una manera sencilla y flexible.

ERABILTZEKO BALDINTZAK

- Adin eragutsia izan behar da, edo 18 urteko aurma ordetari iragiekin baimenez.
- Erabiltzailearen enantzikurpean izango da bar bizikleta eta bala jarteko erabiltzeko baimenez.
- Beandere eragutsia gero, mugatu izango du zerbitzu beste baten.
- Auruma 24 ordutan aite baten ez da bizikletari erabiltzeko izango.
- 24 ordur baino gehiago pasatu gero, 20 euroren itxura itxarritzen bizikletari ez erabiltzeko.
- Debeu da bizikleta eta bala jarteko bala baliuzte edo alokatzea.
- Ez da libe beste inon bizikletan erabiltzeko.
- Debeu da bizikleta edo bizikletaren erabiltzeko parte desmontatzea edo manipulatu.
- Debeu da bizikleta arkuak ez erabiltzeko.
- Erabiltzaileak bizikleta erabiltzeko zerbitzuak kaltetu erabiltzeko baten, bere buruari edo besterig.
- Hirigune baten ez dago bizikleta haurtan ibiltzeko, eta baten: bizikleta baldintza egokien izan behar da (er dago erabiltzeko, lortzeko eta hornitzean erabiltzeko). Tituluak erabiltzen dituzten erabiltzeko, prestatu izotz (izotzaren ondoren azalduen eta, er baten, gaitzardur izan behar da).
- Funtzioak erabiltzeko haurrik ez deneren, taldeak, izapideak eta abar erabiltzeko erabiltzeko, erabiltzeko.
- Bizikleta gidu edo apartur gero erabiltzeko baten, baten baten 943 471 089 telefonoa hots eginda, Nuber, Polizien aurman izotzaren aurkitzeko kopte em aurkeztu behar da.
- Izotz edo zerbitzu gero baten mesuramentuak izan gero 943 471 089 telefonoa hots egin behar da izotz baten baten.

CONDICIONES DE USO

- Se requiere mayor de edad o tener más de 14 con autorización del representante legal.
- El usuario se responsabilizará de la bici y de cumplir los horarios establecidos.
- Si devuelve la bicicleta con retraso será penalizado con la restricción del servicio.
- Primeros 24h, inhabilitación para el uso del sistema durante una semana.
- A partir de 24h, 150€ y un mes de inhabilitación para el uso del sistema.
- Se prohíbe prestar, alquilar o ceder a terceros la bicicleta y/o la tarjeta.
- No está permitido transportar pasajeros.
- Se prohíbe el desmontaje o manipulación parcial o total del vehículo.
- Se prohíbe cualquier utilización de la bicicleta contraria a la prevista en las normas de circulación.
- El usuario será el único responsable de los daños causados, así mismo va responsable, por la utilización de la bici.
- Sólo se permite el uso de las bicicletas en el espacio urbano de la ciudad y siempre en terreno y condiciones apropiadas (no en carreteras, caminos, etc.). Se debe circular por vías ciclistas, por itinerarios señalizados en zonas peatonales y, si no existen, por la calzada.
- Se recomienda, como medida de seguridad y prevención, no usar dispositivos reflectantes en las horas de poca luz.
- En caso de pérdida, robo o daño de la bicicleta el usuario tiene obligación de comunicarlo antes de dos horas, al teléfono 943 471 089 y presentar copia de la denuncia policial efectuada.
- En caso de accidente o incidentes graves debe llamar antes de dos horas al teléfono 943 471 089.

GELTOKIAK ESTACIONES
Txiki haurtan izango dira dBizi bizikleten mailegatzeko geltokiak. Txikien estacionen de préstamo de bicicletas dBizi en:

- Boulevard
- Iparreko Geltokia/Estación del Norte
- Pio XII Plaza
- Unibertsitatea
- Sekundario Etxandea plaza
- Esaio plaza
- Amoia
- Lugaritz
- Zumalakarregi

ORDUTEGIA
Asteko egun guztietan izango da bizikletak erabiltzeko zerbitzua. Ordu hauetara: 7:30 - 21:00
Informazio gehiago nahi izanez gero, 010 telefonoa deitu edo Udairin jo (línea 1).

HORARIO
El servicio está activo todos los días de la semana con el siguiente horario: 7.30h. - 21.00h.
Para mayor información pueden llamar al teléfono 010 o dirigirse a Udairin (línea 1).

Fig 14 - Information boards

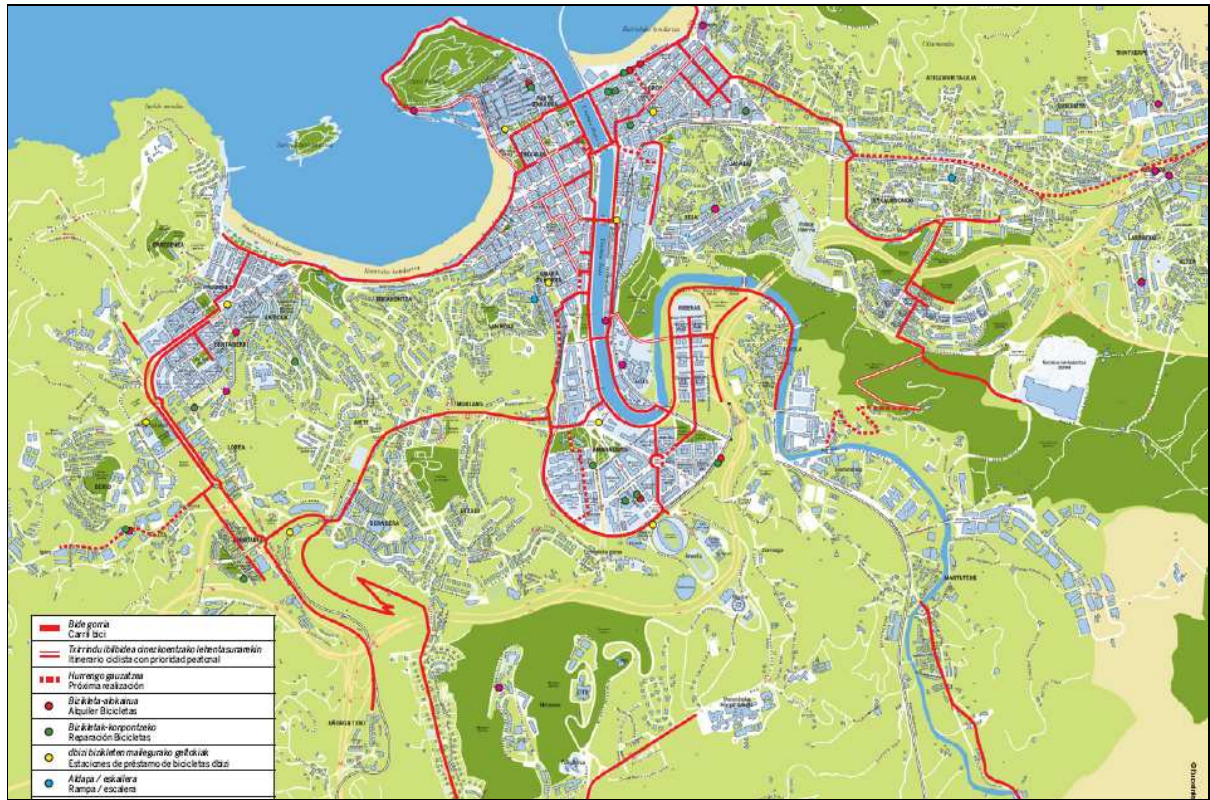


Fig 15 - Cycling lane map



Fig 16 - Cycling lanes using and safety rules

The press has covered the measure of the city bike scheme. Find the links to the articles below:

<http://www.diariovasco.com/v/20100217/san-sebastian/cuatro-nuevas-estaciones-dbizi-20100217.html>

<http://www.sansebastiandigital.com/noticias/6/donostia/842/bicis-para-recoger-y-entregar>

<http://www.diariovasco.com/v/20100615/san-sebastian/cuatro-nuevos-puntos-prestamo-20100615.html>

<http://www.donostia.org/home.nsf/0/D6FB0909ABA6C0E1C125775400431F8E?OpenDocument&idioma=cas>

http://www.irutxulokohitza.info/albisteak/71096/dbizik_beste_lau_geltoki_gehiago_ditu.htm

<http://www.diariovasco.com/v/20100410/san-sebastian/turistas-podran-usar-dbizi-20100410.html>

<http://www.diariovasco.com/v/20100703/san-sebastian/estaciones-bicis-prestamo-pasan-20100703.html>

4.2.4 - Evaluation of the results.

For evaluation purposes the following indicators will be adopted. Please see below:

Nº	INDICATOR	DATA/UNITS	SOURCE OF DATA	FREQUENCY OF DATA COLLECTION
Economy				
2 a	Capital cost	Euros	Financial records	When implementation takes place
2 b	Maintenance costs	Euros	Annual maintenance costs	Annual
Society				
14	Acceptance level	Index %	Survey	Once after implementation of the measure
C5	Bicycle theft level	Index %	Police records	2-3 times
Transport				
20	Injuries and death	Nº quantitative	Police records	2-3 times
C23	Subscribers of the city bike scheme	Nº quantitative	Operator collected data	2-3 times
C24	Average use of the public bikes	Nº quantitative	Operator collected data	2-3 times

Table 3 - Indicators

4.3 Problems Identified

By month 2, 5 dispatch points were installed in the city of Donostia-San Sebastian. These 5 dispatch points facilitated the usage of 100 bicycles accessible to citizens.

By month 21, July 2010, Donostia-San Sebastian Municipality has installed 4 new dispatch points which have increased the number of bikes in use to 150. The fund of this extension of the service is an agreement among Basque Government, Transport Authority and Donostia San Sebastian Municipality as part of a pilot programme in the Basque country. This pilot program will study and analyse how it works the system in Donostia – San Sebastian, so in the future could be introduced in other cities of Basque Country.

While the measure planning phase, technical and economic analysis was carried out in order to define the number of dispatch points. It was concluded that the objective of placing 40 – 50 dispatch points is difficult technically and economically for Donostia –

San Sebastian Municipality in the economical situation nowadays. We consider that placing 9 dispatch points and 150 bicycles would be reasonable technically and economically as it has been shown before.

Find below the table of the costs of construction of the dispatch points and the cost of the maintenance of the service nowadays.

Construction costs for 9 dispatch points

INVESTMENT	UNIT	PRICE	TOTAL
Bicycle	150	672 €	100.800 €
Dispatch points	9	8.125 €	73.125 €
Bicycle stands	190	2117 €	402.230 €
Buiding work of stations	9	1895 €	17.055 €
Building work of bicycle stands	190	410 €	77.900 €
		TOTAL	671.110 €

Maintenance costs/year for 9 dispatch points

INVESTMENT	TOTAL
Labor	220.400 €
Vehicules	15.840 €
Oficces and warehouse	11.520 €
Maintenance of bicycles	134.400 €
Telephone, electricity	12.600 €
Indirect costs	11.630 €
Internal costs	39.900 €
	446.290 €/year

All this cost together makes a total of: 1.117.400 €

Construction costs for 40 dispatch points aprox

INVESTMENT	UNIT	PRICE	TOTAL
Bicycle	500	672 €	336.000 €
Dispatch points	40	8.125 €	325.000 €
Bicycle stands	600	2117 €	1.270.200 €
Buiding work of stations	40	1895 €	75.800 €
Building work of bicycle stands	600	410 €	246.000 €
		TOTAL	2.253.000 €

Maintenance costs/year for 40 dispatch points aprox

INVESTMENT	TOTAL
Labor	551.000 €
Vehicules	39.600 €
Oficces and warehouse	28.800 €
Maintenance of bicycles	336.000 €
Telephone, electricity	31.500 €
Indirect costs	29.075 €
Internal costs	99.750 €
	1.115.725 €/year

All this cost together makes a total of: 3.368.725 €

If we have a look on service, costs of construction and maintenance, we consider that there is no point in placing 40 – 50 dispatch points nowadays.

4.4 Future Plans

Within the next months the evaluation work will start, working with data provided by the system.

New funding sources will be studied to keep the service on work after this last agreement finishes in 2011-2012.